

WILLKIE FARR & GALLAGHER

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202 328 8000
Fax: 202 887 8979

July 16, 2001

VIA ELECTRONIC FILING

EX PARTE

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
The Portals, Room CY-B402
445 Twelfth St., S.W.
Washington, D.C. 20554

Re: *Implementation of the Local Competition Provisions of the Telecommunications Act of 1996*, CC Dkt. No. 96-98

Dear Ms. Salas:

On July 15, 2001, Kelsi Reeves forwarded, at staff's request, a copy of the attached Appendix 1: Proposed Business Rules for Special Access Measurements and Draft Proposed Time Warner Telecom-ILEC Special Access Business Rules to Michelle Carey and Kathy Farroba of the Policy and Program Planning Division of the Common Carrier Bureau. One copy of the attachments is being filed electronically, in accordance with 47 C.F.R. §§ 1.1206(b)(1) and 1.49(f).

Best regards,

/s/

A. Renée Callahan

cc: Michelle Carey
Kathy Farroba

Washington, DC
New York
Paris
London

7/11/01
Draft Proposed TWTC – ILEC
Special Access Business Rules

Title:		
Provisioning On Time Performance - Met Commitments SA 1 (aka CDDD)		
Definition:		
This metric measures the Percent of Orders completed as verified by TWTC on or before the first confirmed customer desired due date, or a subsequent TWTC initiated and verified change in the order due date.		
Exclusions:		
<ul style="list-style-type: none"> • ILEC Test Orders • Disconnect Orders • ILEC Administrative orders • Record Orders • Orders that are not complete. (Orders are included in the month that they are completed) 		
Performance Standard:		
Greater Than or Equal to 96% within confirmed customer desired due date.		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • TWTC Specific • ILEC Retail • ILEC Affiliate (if applicable) • CLEC Aggregate 		Geography: <ul style="list-style-type: none"> • State Level
Metric Calculation Specifics		
Business Rule	The percent of orders completed on or before the Customer Desired due date. A requested change in order due date is communicated by a supplemental issue of the ASR ("SUPP").	
Products	ILEC Retail: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCx 	Special Access: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OcX
Calculation	Numerator	Denominator
	Number of Orders where the Order completion date is on or before the customer desired due date.	Number of orders completed for product group.

Title:		
Installation Quality (SA 2) aka New Ckt Failure Rate		
Definition:		
This metric measures the percent of new TWTC circuits installed by ILEC where a reported trouble was found in the network within 30 days of order completion. Includes Test OK and found OK trouble disposition codes.		
Exclusions:		
<ul style="list-style-type: none"> • Troubles closed due to customer action. • Troubles reported by ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble. • Customer Premises Equipment (CPE) troubles verified by the customer • Independent Company Circuits 		
Performance Standard:		
Less than or equal to 1.0 trouble reports within 30 days per 100 circuits installed during the reporting calendar month by product type (1% or less).		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • TWTC Specific • ILEC Retail • ILEC Affiliate (if applicable) • ILEC aggregate 		Geography: <ul style="list-style-type: none"> • State Level
Metric Calculation Specifics		
Business Rule	Includes trouble reports received on the same day, or the day following ILEC completion of TWTC's order within 30 calendar days of order completion. Data is captured by product type.	
Products	ILEC Retail: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCx 	Special Access: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OcX
Calculation	Numerator	Denominator
	Number of trouble reports on circuits installed within 30 days of trouble report.	Total circuits installed in calendar month.

Title:		
Order Confirmation Timeliness (SA 3-01) aka FOC Timeliness		
Definition:		
This metric measures the percentage of ILEC Firm Order Confirmations (FOC), including electronic facility checks, within the specified timeframes.		
Exclusions:		
<ul style="list-style-type: none"> • ILEC Test Orders. • Weekend and holiday hours (other than flow-through): • Weekend hours (Midnight Friday through Midnight Sunday). • Holiday hours (Midnight of the business day preceding the holiday to Midnight of the holiday). 		
Performance Standard:		
Firm Order Confirmation:		
<ul style="list-style-type: none"> • Electronically submitted or Manually submitted Orders with electronic facility checks: <ul style="list-style-type: none"> • 95% within 48 hours. 		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • TWTC Specific • ILEC Affiliate (if applicable) • CLEC Aggregate 		Geography: <ul style="list-style-type: none"> • By appropriate ordering center
Metric Calculation Specifics		
Business Rule	The amount of elapsed time in business days between ILEC receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC), with electronic facility checks to TWTC. Measures percentage on-time FOCs returned to TWTC. Note: The received date is restarted for rejected orders, and for each SUPP to change address, connecting facility assignment (CFA), or anything that materially affects the design of the circuit.	
SA 4 - 01	% On Time FOC - Electronic facility checks (Electronically or Manually submitted)	
Products	Special Access Services: <ul style="list-style-type: none"> • DSO • DS1 • DS3 • Ocx 	
Calculation	Numerator	Denominator
	Number of electronic or manual ASRs with electronic facility checks, sent where confirmation date and time minus received date and time is less than standard for specified product.	Total number of electronic or manual ASRs with electronic facility checks confirmed in measurement month.

Title:		
<u>DLR Timeliness (SA 3-02)</u>		
Definition:		
This metric measures the delivery of a Design Layout Record (DLR), within the specified timeframes.		
Exclusions:		
<ul style="list-style-type: none"> • ILEC Test Orders. • Weekend and holiday hours (other than flow-through): • Weekend hours (Midnight Friday through Midnight Sunday). • Holiday hours (Midnight of the business day preceding the holiday to Midnight of the holiday). • 		
Performance Standard:		
Design Layout Record:		
<ul style="list-style-type: none"> • DLR delivery target is dependent upon the service interval and assumes TWTC has populated the DRC field on the ASR. 		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • TWTC Specific • ILEC Affiliate (if applicable) • CLEC Aggregate 		Geography: <ul style="list-style-type: none"> • By Appropriate Ordering Center
Metric Calculation Specifics		
Business Rule	Measures percentage on-time DLRs returned to TWTC within the timeframe defined by the service order interval. Note: The received date is restarted for rejected orders, and for each SUPP to change address, connecting facility assignment (CFA), or anything that materially affects the design of the circuit.	
SA 4-02	% On Time Design Layout Record (DLR)	
Products	Special Access Services: <ul style="list-style-type: none"> • Message Trunks • DS1 • DS3 • Ocx 	
Calculation	Numerator	Denominator
	Number of DLRs completed on or before system driven DLR Delivery Date	Number of DLRs due in month.

Title:		
<u>Percent Missed Customer Desired Due Dates (CDDD) Due to a Lack of Facilities (SA 4)</u>		
Definition:		
This metric measures the percent of missed CDDD's due to ILEC placing the order in Pending Facility (PF) status.		
Exclusions:		
<ul style="list-style-type: none"> • ILEC Test Orders • Disconnect Orders • ILEC Administrative orders • Record Orders • Orders that are not complete. (Orders are included in the month that they are completed) 		
Performance Standard:		
Not more than 2% of total monthly orders placed in Pending Facility (PF) status for 5 days or longer.		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • TWTC Specific • ILEC Retail • ILEC Affiliate (if applicable) • CLEC Aggregate 		Geography: State
Metric Calculation Specifics		
Business Rule	The Percent of total monthly Orders that are placed in PF status as a result of no BST facilities. An order that receives a jeopardy code associated with PF status that results in a missed CDDD.	
Products	Retail Specials: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCx 	Special Access: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCx
Calculation	Numerator	Denominator
	Number of FOC'd or dispatched orders placed in PF status due to lack of ILEC facilities that result in a missed CDDD.	Number of FOC'd or dispatched orders completed for the product group.

Title:		
<u>Trouble Duration Intervals (SA 5) aka MTTR</u>		
Definition:		
This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) measures the average duration time from trouble receipt to trouble clearance. It includes Test-OK and Found-OK. Measured on a running clock basis, but excludes customer validated no access time.		
Exclusions:		
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles • Troubles closed due to customer action. • Troubles reported by BST employees in the course of performing preventative maintenance, where no customer reported a trouble. • Independent Company Circuits 		
Performance Standard:		
For DSO and DS1 products, MTTR is: <ul style="list-style-type: none"> • Not to exceed 4 hours. For DS3 and OCx, MTTR is: <ul style="list-style-type: none"> • Not to exceed 4 hours. 		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • TWTC Specific • CLEC Aggregate • ILEC Affiliate (if applicable) • ILEC Retail 		Geography: <ul style="list-style-type: none"> • State Level
Metric Calculation Specifics		
Business Rule	The restoral interval for resolution of TWTC requested maintenance and repair is the elapsed time, measured in hours and tenths of hours, from TWTC's submission of a customer trouble to ILEC regardless of the ultimate resolution of the trouble, to the time ILEC confirms trouble resolution with TWTC. The elapsed time is accumulated by service type and trouble disposition code for the reporting period. The accumulated time is divided by the count of maintenance tickets reported as resolved by ILEC (by service type and trouble type) during the period.	
Products	ILEC Retail: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCx 	Special Access: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OcX
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus trouble receipt date and time for product group	Number of trouble reports for product group.

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Kagele

Title:		
Reject/Query Timeliness (SA 6) aka Clarification Timeliness		
Definition:		
Reject/Query Timeliness measures the time from ILEC receipt of TWTC ASR to the return of a reject/order clarification.		
Exclusions:		
<ul style="list-style-type: none"> • ILEC Test Orders • Duplicate Rejects/Queries • Weekend and holiday hours (other than flow-through): • Weekend hours (Midnight Friday through Midnight Sunday). • Holiday hours (Midnight of the business day preceding the holiday to Midnight of the holiday). 		
Performance Standard:		
Electronically or Manually Submitted Orders: 95% within 24 hours. -		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • TWTC Specific • ILEC Affiliate (if applicable) • CLEC Aggregate 		Geography: <ul style="list-style-type: none"> • By Appropriate Ordering Center
Metric Calculation Specifics		
Business Rule	The amount of elapsed time (in hours and minutes) between receipt of an ASR and distribution of an ASR reject/query.	
Products	Special Access: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • Ocx 	
Calculation	Numerator	Denominator
	Number of electronic or faxed rejects/queries sent where reject date and time minus the submission date and time is within the standard for the specified product.	Total number of ASRs electronically or faxed submitted rejected/queried for a specified product.

Title:		
<u>Customer Trouble Report Rate (SA 7) aka Failure Frequency</u>		
Definition:		
This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network or a trouble condition was not found (Found OK and Test OK), per 100 circuits in service.		
Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information, will be permitted but will not be counted against the initial trouble report.		
Exclusions:		
<ul style="list-style-type: none"> • Troubles reported on ILEC official (administrative) lines. • Troubles closed due to customer action. • Troubles reported by ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble • Customer Premises Equipment (CPE) troubles • Subsequent trouble reports while the initial trouble report is pending. • Independent Company Circuits 		
Performance Standard:		
Not greater than 1.0 trouble reports per 100 circuits (1% CTRR).		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • TWTC Specific • ILEC Retail • ILEC Affiliate (if applicable) • CLEC Aggregate 		Geography: <ul style="list-style-type: none"> • State Level
Metric Calculation Specifics		
Business Rule	TWTC and ILEC repair reports are entered into and tracked via ILEC WFA (work force administration). Repair reports are downloaded nightly into ILEC TMS (trouble management system). Reports are counted in the month they post to ILEC TMS.	
Products	ILEC Retail: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCx 	Special Access: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OcX
Calculation	Numerator	Denominator
	Number of all trouble reports with found network troubles or not-found troubles.	Number of circuits in service.

Title:		
Repeat Trouble Reports (SA 8) aka Repeat Report Rate		
Definition:		
<p>This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble is found. A repeat trouble report is defined as a trouble on the same circuit as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeats will be classified as a repeat report.</p> <p>The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Troubles reported by ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble. • Excluded from the repeat reports are: subsequent reports (additional customer calls while the trouble is pending). • Customer Premises Equipment (CPE) troubles when verified by the customer. • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer actions. • Independent Company Circuits 		
Performance Standard:		
<ul style="list-style-type: none"> • Not to exceed 3.5% by product type. 		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • ILEC Retail • CLEC Aggregate • TWTC Specific • ILEC Affiliate (if applicable) 		Geography: <ul style="list-style-type: none"> • State Level
Metric Calculation Specifics		
Business Rule	<p>Includes customer trouble reports (by product type) received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an original of a repeat report, and the second report is marked as a repeat. If a third report is received within 30 days, the second report is marked as an original of a repeat report as well as being a repeat, and the third report is marked as a repeat. In this instance, there would be 2 repeat reports.</p>	
Products	ILEC Retail: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCx 	Special Access: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OcX
Calculation	Numerator	Denominator
	Number of troubles by product type that had previous troubles closed within the last 30 days.	Number of troubles by product type reported within the previous calendar month.

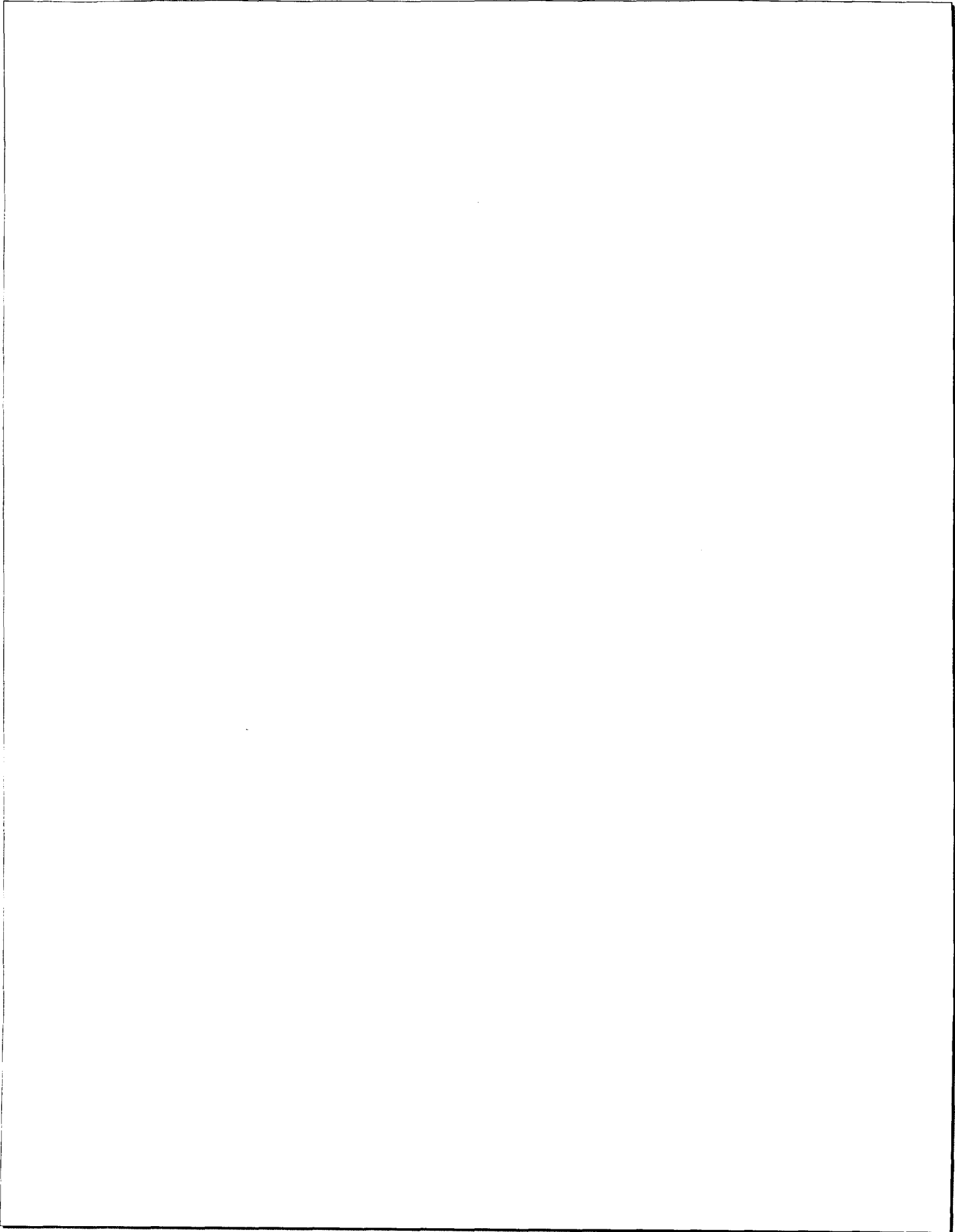
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Title:		
Out of Service > 24 Hours (SA 9)		
Definition:		
This metric measures the percent of troubles cleared in excess of 24 hours for troubles reporting Out of Service (OOS). Measured on a running clock basis, but excludes customer validated no access. The clock begins when the OOS condition is reported by the Customer and is counted if the duration of the outage exceeds 24 hours.		
Exclusions:		
<ul style="list-style-type: none"> • Trouble reports with OOS duration of less than 24 hours. • Troubles reported by ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble. • Excluded from the OOS reports are: subsequent reports (additional customer calls while the trouble is pending). • Customer Premises Equipment (CPE) troubles when verified by the customer. • TWTC equipment problems. • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer actions. 		
Performance Standard:		
<ul style="list-style-type: none"> • 1% or less of reported circuit troubles each month out of service greater than 24 hours. 		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • TWTC Specific • CLEC Aggregate • ILEC Affiliate (if applicable) • ILEC Retail 		Geography: State Level
Metric Calculation Specifics		
Business Rule	The close date and time minus the receive date and time must be greater than 0 and less than 24 hours for it to count as a trouble report that was cleared in less than 24 hours.	
Products	ILEC Retail: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCx 	Special Access: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OcX
Calculation	Numerator	Denominator
	Number of circuit troubles reported each month that are not corrected within 24 hours.	Total number of circuit troubles reported within the calendar month.

APPENDIX 1

Proposed Business Rules for Special Access Measurements

Function:		
Provisioning On Time Performance - Met Commitments (SA 1)		
Definition:		
This metric measures the Percent of Orders completed as verified by the customer on or before the first confirmed commitment date, or a subsequent customer initiated and verified change in the order due date.		
Each circuit is counted as a separate order, even if multiple circuits are ordered at the same time.		
For carriers: A requested change in order due date is communicated by a supplemental issue of the ASR ("supp").		
Exclusions:		
<ul style="list-style-type: none">• SWBT Test Orders• Disconnect Orders• SWBT Administrative orders• Record Orders• Orders that are not complete. (Orders are included in the month that they are completed)• Customer Not Ready (CNR), No Access (NA) and Lost Access (LA) only if verified by the customer.		
Performance Standard:		
% Installation Commitments On Time: Greater Than or Equal to 96.0%		
Report Dimensions		
<div>Company:<ul style="list-style-type: none">• SWBT Retail• Other Carrier Aggregate• Other Carrier Specific• SWBT Affiliates Aggregate</div>	<div>Geography:<ul style="list-style-type: none">Intra LATA Services: Current regional levels of disaggregationExchange Access Services: Current regional levels of disaggregation</div>	
Metric Calculation Specifics		
	% Missed Appointment – SWBT – Total	
Description	The percent of orders completed on or before the commitment date.	
Products	DS0, DS1, DS3, Ocx, Other	
Calculation	Numerator	Denominator
	Number of Orders where the Order completion date is on or before the order due date.	Number of orders completed for product group.



Function:**Average Delay Days On Missed Installation Orders (SA 2)****Definition:**

For orders where the installation commitment was missed due to SWBT reasons, this metric measures the average number of days between the first confirmed commitment due date (or a subsequent customer initiated due date that was verified by the customer) and the actual work completion date as verified by the customer.

Each circuit is counted as a separate order, even if multiple circuits are ordered at the same time.

For carriers: A requested change in order due date is communicated by a supplemental issue of the ASR ("supp").

Exclusions:

- SWBT Test Orders
- Disconnect Orders
- SWBT Administrative orders
- Record Orders
- Orders that are not complete. (Orders are included in the month that they are completed)
- Customer Not Ready (CNR), No Access (NA) and Lost Access (LA) **only** if verified by the customer.
- Saturdays, Sundays, and Legal Holidays are not counted as Delay Days.

Performance Standard:**Average Delay Days:**

Less Than or Equal to 3.0

Report Dimensions

Company: <ul style="list-style-type: none"> • SWBT Retail • Other Carrier Aggregate • Other Carrier Specific • SWBT Affiliates Aggregate • Jeopardy Code 	Geography: Intra LATA Services: Current regional levels of disaggregation Exchange Access Services: Current regional levels of disaggregation
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Metric Calculation Specifics

	Average Delay Days – Total	
Description	For orders missed due to SWBT reasons, the average number of days between committed due date and actual work completion date.	
Products	DS0, DS1, DS3, Ocx, Other	
Calculation	Numerator	Denominator

	Sum of the completion date minus due date for orders missed due to company reasons.	Number of orders missed for company reasons.
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Function:**Installation Quality (SA 3)****Definition:**

This metric measures the percent of circuits installed where a reported trouble was found in the network within 30 days of order completion.

Trouble Report: Includes Disposition Codes __ (Drop Wire), __ (Cable), __ (Central Office), __ (Test-OK) and __ (Found-OK). Source for trouble reports: SWBT's trouble ticket database.

Exclusions:

- Troubles closed due to customer action.
- Troubles reported by SWBT employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- Customer Premises Equipment (CPE) troubles verified by the customer

Performance Standard:

Percent Installation Troubles Reported Within 30 Days:

Less than or equal to 1.0 trouble reports within 30 days per 100 links installed during the calendar month.

Report Dimensions

Company:	Geography:
<ul style="list-style-type: none"> • SWBT Retail • Other Carrier Aggregate • Other Carrier Specific • SWBT Affiliates Aggregate 	Intra LATA Services: Current regional levels of disaggregation Exchange Access Services: Current regional levels of disaggregation

Metric Calculation Specifics

	% Installation Troubles reported within 30 Days	
Description	The trouble report rate on circuits installed where a trouble was reported within 30 days of order completion. Includes Disposition Codes __ (Drop Wire), __ (Cable), __ (Central Office), __ (Test-OK) and __ (Found-OK).	
Products	DS0, DS1, DS3, Ocx, Other	
Calculation	Numerator	Denominator
	Number of trouble reports on circuits installed within 30 days of trouble report.	Total circuits installed in calendar month.

Function:**Order Confirmation Timeliness (SA 4)****Definition:**

This metric measures the Order Confirmation Timeliness.

Order Confirmation Response Time: The amount of elapsed time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures ASRs confirmed completed between the measured dates. **Note:** The received date is restarted for rejected orders upon receipt of a valid order and for each SUPP to change address, connecting facility assignment (CFA) or anything that materially affects the design of the circuit.

Percent of Orders Confirmed on Time: The percentage of orders confirmed within the timeframes as specified below.

Facility Checks and reservation of facilities are completed on all orders before the confirmation is sent.

Exclusions:

- SWBT Test Orders.
- Weekend and holiday hours (other than flow-through):
- Weekend hours are from 5:00 PM Friday to 8:00 AM Monday.
- Holiday hours are from 5:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.

Performance Standard:

95% On Time according to the schedule below:

Electronically Submitted Orders:

Firm Order Confirmation:

- Orders with facility check: 72 hours

Design Layout Record:

- 5 business days

Faxed/Mailed Orders: Add 24 hours to interval above.

Report Dimensions

- Company:**
- Carrier Aggregate
 - Carrier Specific
 - SWBT Affiliates Aggregate

Geography:

Intra LATA Services: Current regional levels of disaggregation

Exchange Access Services: Current regional levels of disaggregation

Metric Calculation Specifics		
	% On Time ASRC – Facility Check (Electronic – No Flow-through)	
Products	Special Access Services: <ul style="list-style-type: none"> • DSO • DS1 • DS3 • OCX • Other 	
Calculation	Numerator	Denominator
	Number of electronic ASRs confirmed with a facilities check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of electronic ASRs due for confirmation with a facility check.
	% On Time ASRC – Facility Check (Fax/Mail)	
Products	Special Access Services: <ul style="list-style-type: none"> • DSO • DS1 • DS3 • OCX • Other 	
Calculation	Numerator	Denominator
	Number of faxed or mailed ASRs confirmed with a facilities check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of faxed or mailed ASRs due for confirmation with a facility check.
SS-OR-1-03	% On Time Design Layout Record (DLR)	
Products	Special Access Services: <ul style="list-style-type: none"> • DSO • DS1 • DS3 • OCX • Other 	
Calculation	Numerator	Denominator
	Number of DLRs completed on or before 5 days.	Number of DLRs due in month.

Function:**Percent Missed Appointments Due to a Lack of Facilities (SA 5)****Definition:**

This metric measures facility missed orders.

Facility Missed Orders: The Percent of Orders completed after the commitment date, where the cause of the delay is lack of facilities. An order that receives a jeopardy code due to lack of SWBT facilities is considered "completed after the commitment date" if the jeopardy results in completion after the due date.

Exclusions:

- SWBT Test Orders
- Disconnect Orders
- Verizon Administrative orders
- Record Orders
- Orders that are not complete. (Orders are included in the month that they are completed)
- Customer Not Ready (CNR), No Access (NA) and Lost Access (LA) only if verified by the customer.

Performance Standard:

Percent Missed Appointments Due to a Lack of Facilities:

No performance standard is associated with this metric.

Report Dimensions

Company: <ul style="list-style-type: none"> • SWBT Retail • Other Carrier Aggregate • Other Carrier Specific • SWBT Affiliates Aggregate • Jeopardy Code 	Geography: Intra LATA Services: Current regional levels of disaggregation Exchange Access Services: Current regional levels of disaggregation
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Metric Calculation Specifics

Percent Missed Appointments Due to a Lack of Facilities		
Description	The percent of Dispatched Orders completed after the commitment date, due to a lack of SWBT facilities. An order that receives a jeopardy code due to lack of SWBT facilities is considered "completed after the commitment date" if the jeopardy results in completion after the due date.	
Products	Specials	
Calculation	Numerator	Denominator
	Number of dispatched orders where the order completion date is greater than the order DD due to SWBT Facility reasons for the product group, including orders that receive jeopardy codes for lack of SWBT Facilities.	Number of dispatched orders completed for the product group.

Function:**Trouble Duration Intervals (SA 6)****Definition:**

This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) measures the average duration time from trouble receipt to trouble clearance. It includes Disposition Codes __ (Drop Wire), __ (Cable), __ (Central Office), __ (Test-OK) and __ (Found-OK).

For Special Access service, this is measured on a running clock basis, but excludes customer validated no access time.

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles closed due to customer action.
- Troubles reported by SWBT employees in the course of performing preventative maintenance, where no customer reported a trouble.

Performance Standard:

For DS0 and DS1 products, MTTR is:

- Not to exceed 3 hours.

For DS3 and Other products, MTTR is:

- Not to exceed 1 hour.

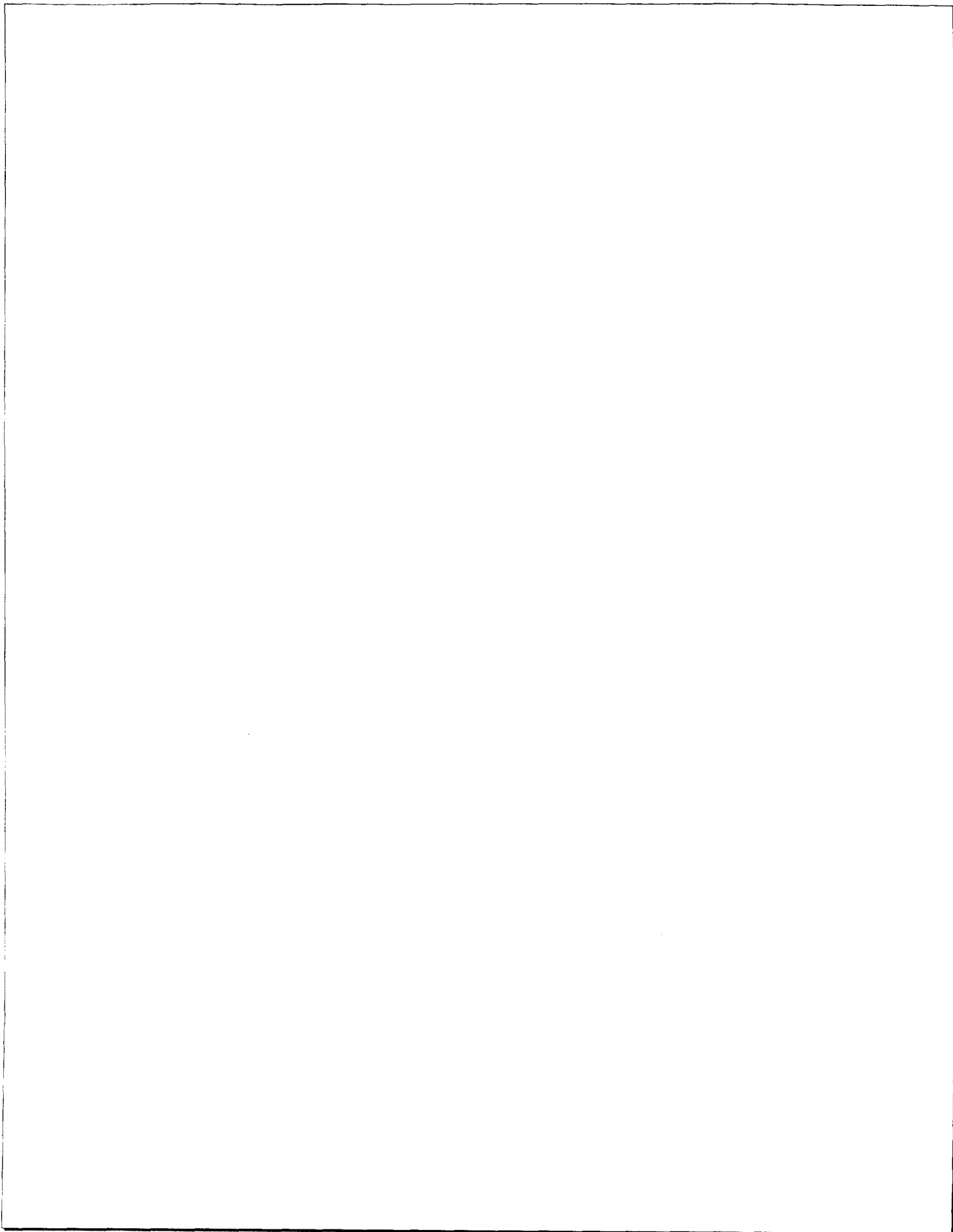
Report Dimensions

- Company:
- SWBT Retail
 - Other Carrier Aggregate
 - Other Carrier Specific
 - SWBT Affiliates Aggregate

Geography:
Intra LATA Services: Current regional levels of disaggregation
Exchange Access Services: Current regional levels of disaggregation

Metric Calculation Specifics

	Mean Time To Repair – Total	
Products	Retail Specials: DS0, DS1, DS3, OCx, other	Special Access: DS0, DS1, DS3, OCx, other
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus trouble receipt date and time for product group	Number of trouble reports for product group.



Function:**Reject/Query Timeliness (SA 7)****Definition:**

This metric measures Reject/Query Timeliness.

Reject/Query Response Time: The amount of elapsed time (in hours and minutes) between receipt of an ASR and distribution of an ASR reject/query.

Percent of Orders Rejected/Queried On Time: The percentage of ASRs rejected/queried within the timeframes as specified below.

Exclusions:

- SWBT Test Orders
- Duplicate Rejects/Queries – Rejects/Queries issued against a unique PON (PON + Version Number + Carrier Id), identical and subsequent to the first reject/query.
- Weekend and holiday hours (other than flow-through):
- Weekend hours are from 5:00 PM Friday to 8:00 AM Monday.
- Holiday hours are from 5:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.

Performance Standard:

95% On Time According to schedule below:

Electronically Submitted Orders: 24 hours.

Faxed/Mailed Orders: 24 hours.

Report Dimensions

Company: <ul style="list-style-type: none"> • Carrier Aggregate • Carrier Specific • SWBT Affiliates Aggregate 	Geography: <ul style="list-style-type: none"> Intra LATA Services: Current regional levels of disaggregation Exchange Access Services: Current regional levels of disaggregation
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Metric Calculation Specifics

	% On Time ASR Reject/Query (Electronic)	
Products	Special Access Services: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCX • Other 	
Calculation	Numerator	Denominator
	Number of electronic rejects/queries sent where reject date and time minus the submission date and time is within the standard for the specified product.	Total number of ASRs electronically submitted rejected/queried for a specified product.

% On Time ASR Reject/Query (Fax)		
Product	<ul style="list-style-type: none">• Special Access - DS0• Special Access - DS1• Special Access - DS3• Special Access - OCX• Special Access (other)	
Calculation	Numerator	Denominator
	Number of faxed rejects/queries sent where reject/query date and time minus the submission date and time is within the standard for the specified product.	Total number of faxed ASRs rejected/queried for a specified product.

Function:**Completed within Specified Interval (SA 8)****Definition:**

For Specials orders, the percent of orders completed in specified number (by metric) of business days as specified, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request (ASR) is received. If Carrier order is faxed, application date is business next day.

Exclusions:

- SWBT Test Orders.
- Disconnect Orders.
- Orders where customers request a due date that is beyond the standard published product installation interval. (X Appointment Code).
- SWBT Administrative orders.
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Orders completed late due to any verified end user or Carrier caused delay.

Performance Standard:

DS0 = 6 days, DS1 = 9 days, DS3 = 20 days, Ocx = to be determined, Other = as specified in attachment 3 of these guidelines

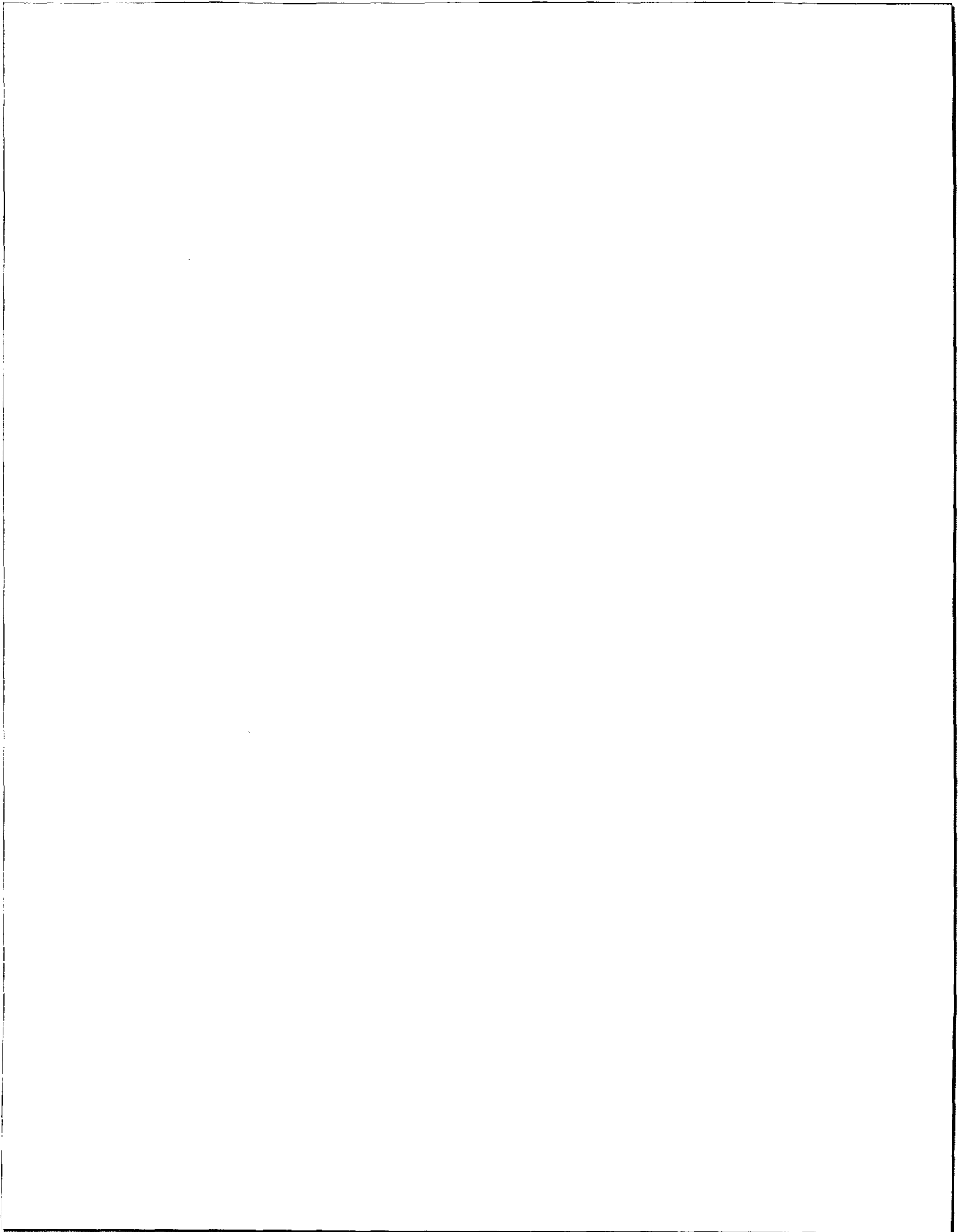
Report Dimensions

Company: <ul style="list-style-type: none"> • SWBT Retail • Other Carrier Aggregate • Other Carrier Specific • SWBT Affiliates Aggregate 	Geography: Intra LATA Services: Current regional levels of disaggregation Exchange Access Services: Current regional levels of disaggregation		
Market: Wholesale & Retail	<table border="1"> <tr> <td data-bbox="503 1234 867 1421"> Retail : <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • Ocx • Other </td><td data-bbox="867 1234 1415 1421"> Carrier: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • Ocx • other </td></tr> </table>	Retail : <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • Ocx • Other 	Carrier: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • Ocx • other
Retail : <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • Ocx • Other 	Carrier: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • Ocx • other 		

Sub-Metrics

	% Completed in six (6) Days (one (1) to –twenty-four (24) circuits – Voice Grade & Digital Data)	
Calculation	Numerator	Denominator
	Count of Specials orders with one (1) to five (24) circuits where completion date less application date is six (6) or fewer days.	Count of Specials orders with one (1) to five (24) circuits

	% Completed in nine (9) Days (one (1) to eight (8) Systems – DS1)	
Calculation	Numerator	Denominator
	Count of Special orders with one (1) to eight (8) systems where completion date less application date is nine (9) or fewer days.	Count of Special orders with one (1) to eight (8) systems.
	% Completed in twenty (20) Days (one (1) to four (4) Systems – DS3)	
Calculation	Numerator	Denominator
	Count of Special orders with one (1) to four (4) systems where completion date less application date is twenty (20) or fewer days.	Count of Special orders with one (1) to four (4) systems.



Function:**Open Orders in Hold Status (Backlog) (SA 9)****Definition:**

This metric measures the number of open orders (backlog) that at the close of the reporting period have been in a hold status for more than 10 calendar days or 30 calendar days, as a percentage of orders completed after the completed due date in the reporting period.

An **open order** is a valid order that has not been completed. Open orders in a hold status include:

1. open orders that have passed the originally committed completion date due to SWBT reasons; and
2. open orders that have not been assigned a completion date due to SWBT reasons.

Measurement of the 10 and 30 day intervals for open orders that have passed the first committed due date (the FOC due date for Carrier orders) unless a subsequent change of due date is requested and verified by the customer (via SUPP to the ASR for Carriers), due to SWBT reasons will commence with such passed completion date (passed first committed completion date = Day 0). Measurement of the 10 and 30 day intervals for open orders that have not been assigned a completion date due to SWBT reasons will commence with the application date (application date = Day 0).

Exclusions:

- SWBT Test Orders.
- Disconnect Orders.
- SWBT Administrative Orders.
- Orders that are complete or cancelled before the due date.
- Orders that have passed the committed completion date, or whose completion has been delayed, due to carrier or end user delay.
- Orders that at the request of the carrier or SWBT Retail customer have not been assigned a completion date.

Performance Standard:

For Open Orders in a Hold Status > 10 Days: Less than or equal to 1%

For Open Orders in a Hold Status > 30 Days: None

Report Dimensions

Company:	Geography:
<ul style="list-style-type: none"> • SWBT Retail • Other Carrier Aggregate • Other Carrier Specific • SWBT Affiliates Aggregate 	Intra LATA Services: Current regional levels of disaggregation Exchange Access Services: Current regional levels of disaggregation

Metric Calculation Specifics

	Open Orders in a Hold Status > 10 Days	
Products	Retail Special Services: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCX • Other 	Special Access Services: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCX • Other
Calculation	Numerator	Denominator
	Number of open orders that at the close of the reporting period have been in a hold status for more than 10 days.	Total number of orders past the committed due date in the reporting period.

Open Orders In a Hold Status > 30 Days		
Products	Retail Special Services:	Special Access Services:
	<ul style="list-style-type: none">• DS0• DS1• DS3• OCX• Other	<ul style="list-style-type: none">• DS0• DS1• DS3• OCX• Other
Calculation	Numerator	Denominator
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days.	Total number of orders past the committed due date in the reporting period.

Function:**% Jeopardies (SA 10)****Definition:**

This metric measures the number of orders with missed due dates that receive jeopardy notices.
 Note: This is to be measured after a new transaction type is developed in Verizon's ordering systems.

Exclusions:

- SWBT Test Orders
- Disconnect Orders.
- SWBT Administrative orders.
- Orders that are not complete or cancelled.

Performance Standard:**Jeopardy Status Notification:**

SWBT should provide notice of a missed committed due date and a reason for the miss as soon as SWBT has knowledge that the due date will be missed.

For 100% of missed committed due dates, notice, a reason for the missed date, and an expected completion date received as soon as SWBT has knowledge that the due date will be missed, but no later than close of business on due date.

Report Dimensions

- Company:
- SWBT Retail
 - Other Carrier Aggregate
 - Other Carrier Specific
 - SWBT Affiliates Aggregate

Breakdown by Reason Code:
 No Exclusions

Geography:
 Intra LATA Services: Current regional levels of disaggregation
 Exchange Access Services: Current regional levels of disaggregation

Metric Calculation Specifics

	% Jeopardies	
Products	<u>Retail</u>	<u>Special Access</u>
	<u>Special Services:</u> <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCX • Other 	<ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCX • Other
Calculation	Numerator	Denominator
	Number of missed committed due dates where notice received.	Number of missed committed due dates.

Function:**Customer Trouble Report Rate (SA 11)****Definition:**

This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network or a trouble condition was not found (Found OK and Test OK), per 100 circuits in service. A Network Trouble means a trouble with a Disposition Codes of __ (Drop-wire), __ (Outside Plant Loop), or __ (Central Office). A Found-OK means a trouble with a Disposition Codes of __, and a Test-OK means a trouble with a Disposition Codes of __.

Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

Exclusions:

- Troubles reported on SWBT official (administrative lines)
- Troubles closed due to customer action.
- Troubles reported by SWBT employees in the course of performing preventative maintenance, where no customer has reported a trouble
- Customer Premises Equipment (CPE) troubles

Performance Standard:**Report Rate:**

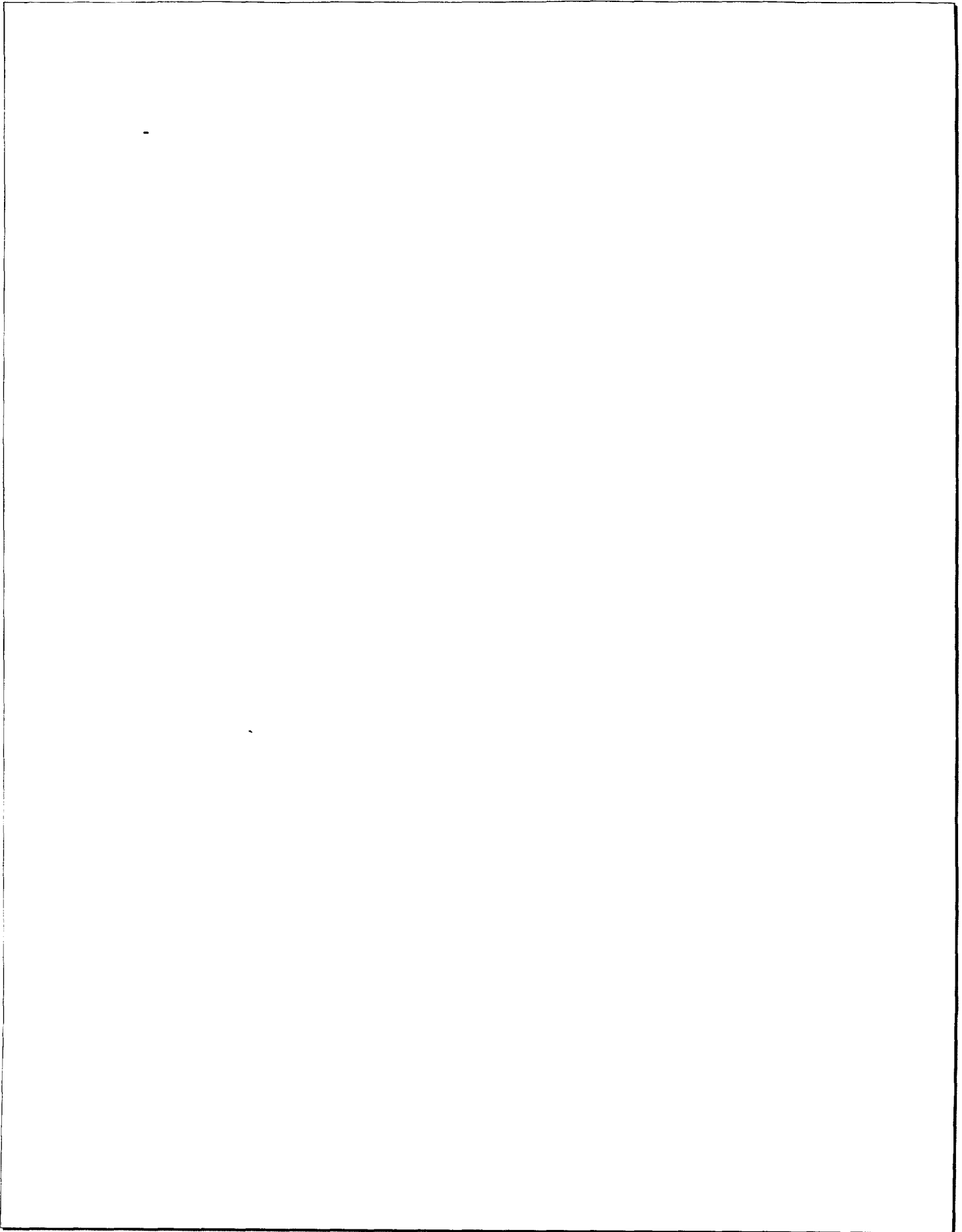
Less than or Equal to 1.0 trouble reports per 100 circuits.

Report Dimensions

Company:	Geography:
<ul style="list-style-type: none"> • SWBT Retail • Other Carrier Aggregate • Other Carrier Specific • SWBT Affiliates Aggregate 	Intra LATA Services: Current regional levels of disaggregation Exchange Access Services: Current regional levels of disaggregation

Metric Calculation Specifics

Network Trouble Report Rate		
Products	Retail Specials: DS0, DS1, DS3, OCx, other	Special Access: DS0, DS1, DS3, OCx, other
Calculation	Numerator	Denominator
	Number of all trouble reports with found network troubles (trbl_cd is FAC or CO) or not-found troubles (Test-OK or Found-OK) .	Number of circuits in service.



Function:**Repeat Trouble Reports (SA 12)****Definition:**

This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble (Disposition Codes __) is found. A repeat trouble report is defined as a trouble on the same circuit as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeats as a Disposition Code __ will be classified as a repeat report.

The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.

Exclusions:

A report is not scored as a repeat when the original reports are:

- Troubles reported by SWBT employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- Excluded from the repeat reports are: subsequent reports (additional customer calls while the trouble is pending).
- Customer Premises Equipment (CPE) troubles when verified by the customer.
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer actions.

Performance Standard:

- Not to exceed 3.5%.

Report Dimensions

Company: <ul style="list-style-type: none"> • SWBT Retail • Other Carrier Aggregate • Other Carrier Specific • SWBT Affiliates Aggregate 	Geography: Intra LATA Services: Current regional levels of disaggregation Exchange Access Services: Current regional levels of disaggregation
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Metric Calculation Specifics

	% Repeat Reports within 30 Days	
Products	Retail Specials: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCx • Other 	Special Access: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCx • Other
Calculation	Numerator	Denominator
	Number of troubles that had previous troubles closed within the last 30 days.	Number of troubles reported within the calendar month.